**Contents**

|  |  |
| --- | --- |
| File | md5sum |
| finext-desktop-12.6.1-ES-SNAPSHOT (2).war | 0a96d0ac4b6b67700a51b0aaa3f4e3d9 |

**Installation**

Steps ) Update desktop.war

1. Bring down Cisco Finesse Server (Cisco Finesse Tomcat stop)

2. Obtain root access to the finesse server, navigate to folder **/opt/cisco/desktop/finesse/webapps/**

3. Delete desktop folder

4. Note down the file permission of the desktop.war file.

5. Take a back up of current war file (E.g.: cp desktop.war /root/ desktop.war\_back)

6. Copy the provided finext-desktop-12.6.1-ES-SNAPSHOT (2).war into this location.

7. Rename finext-desktop-12.6.1-ES-SNAPSHOT (2).war to desktop.war

8. Verify the file permissions of the war as noted.

9. Bring up the Cisco Finesse Server. (Cisco Finesse Tomcat start)

Note : Apply the same steps to both primary and secondary finesse server.

**Rollback ( In case of reverting the ET changes)**

**To Revert Steps**

1. Bring down Cisco Finesse Server (Cisco Finesse Tomcat stop)

B) Revert desktop.war

1.   Obtain root access to the finesse server, navigate to folder **/opt/cisco/desktop/finesse/webapps/**

2. Delete desktop folder

3.    Note down the file permission of the desktop.war file.

4.    Copy the backed up file /root/ desktop.war\_back into this location.

5. Rename desktop**.war\_back** to desktop.war

6.    Verify the file permissions of the war as noted.

E)Bring up the Cisco Finesse Server. (Cisco Finesse Tomcat start)

Note : Apply the same steps to both primary and secondary finesse server.